



City of  
Arcadia

Police  
Department

Robert T. Guthrie  
*Chief of Police*

August 15, 2019

MuckRock News  
Attn: Caroline Haskins  
Dept MR 78848  
411A Highland Avenue  
Somerville, MA 02144-2516

Dear Ms. Haskins:

RE: Public Records Act Request

This letter responds to your request dated August 12, 2019, requesting the following information:

- All instructional materials, presentations and presentation materials (including recorded video and audio, PowerPoint files, prepared remarks, and slides formats), and other guidance on the use of Ring devices and/or the Neighbors app. This includes A) any notes taken during meetings that discussed the use of Ring devices and/or the Neighbors app, B) any explanations (whether internally or externally generated) of how Ring devices and/or the Neighbors app work, and C) any other document that has been used to help explain the use of Ring devices and/or the Neighbors app to any party, including internal documentation, public relations materials, and executive summaries.
  - A powerpoint presentation was given back in 2017 at a City Council meeting. The slides have been attached.
  - Guidance on the use of the Ring app or devices was only provided in-person at the community sales events. Ring staff was present to facilitate this. Product education was not the City's responsibility. Residents were directed to Ring's website for information on user guides.
  - For the 2017 event, Ring conducted an educational presentation and offered a Q&A session for those present.
- A copy of any privacy impact assessments, use policies, standard operating procedures, data retention policies, legal opinions, warranties, non-disclosure agreements, contracts, liability waivers, insurance agreements, Requests for Proposals, Responses to

Requests for Proposal, Memorandums of Understanding, Letters of Interest, usage policies, or informal agreements between the police department and Ring.

- Contract copies and resident general release agreement attached.
- A copy of any funding opportunity announcements, grant applications and grantor status/progress reports, reports to legislative bodies, annual reports that mention Ring or the Neighbors app, as well as audit records, including but not limited to security audits of the software, misuse reports, and reports to oversight bodies.
  - N/A
- Any digital communications including but not limited to emails and text messages) as well as documents, (including but not limited to PDF, word processing, excel, and slide documents) that mention Ring or the Neighbors app.
  - Excel files storing subsidy program participant information are not available for release as it contains confidential/private resident information.
- Any digital communications (including but not limited to emails and text messages) with Ring representatives.
  - Attached.

If we may be of further assistance, please contact me directly at (626) 574-5157, Monday through Thursday.

Sincerely,

**Robert T. Guthrie**  
**Chief of Police**



By: Audree Luevano  
Records Manager